



Dear Claimant,

You are receiving this message because you opted to receive your unemployment insurance payments from the Kentucky Office of Unemployment Insurance through a Bank of America debit card.

We are writing to inform you that Bank of America will no longer load unemployment funds on those cards after January 31, 2021.

Claimants who currently have a debit card as their method of payment can switch to direct deposit by logging in to their account online and adding a bank account number any time prior to that date. You can find the link on the home screen.

On February 1, 2021, if no changes have been made to the payment method on your unemployment insurance account, you will be automatically switched to receive benefits by paper check.

Funds that remain on debit cards will only be available for use until February 28, 2021. After that time, Bank of America will return all funds to the Office of Unemployment Insurance for redeposit. The deposit and re-issuance of funds by check will take time to process. During that time you will not have access to your money so it is very important to use or withdraw those funds before the deadline.

If you plan to receive paper checks, please verify that the Office of Unemployment Insurance has the correct address for you on file.

Thank you for your immediate attention to this matter.

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